Getaway!

Advanced Unified Messaging

OpenScape Xpressions V5.0

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SIEMENS

Siemens OpenScape Xpressions V5.0 is an open, complete, and flexible enterprise-class unified messaging solution. OpenScape Xpressions unified messaging is optimized for enterprises with mobile employees who depend heavily on voice, email, and fax communication. OpenScape Xpressions provides a single multi-media inbox from which employees can retrieve and manage all messages using virtually any communications device.

OpenScape Xpressions Benefits Your Business

- Saves costly employee time
- Speeds decision-making
- Secures technology investments
- Optimizes network costs

HiPath Xpressions is Open, Complete, and Flexible

- **OPEN** standards protect past, current, and future technology investments.
- **COMPLETE** and rich features save costly employee time and accelerate decision-making. Communication efficiencies translate into a competitive edge over enterprises whose employees remain hindered by communication friction and overload.
- **FLEXIBLE** system and user choices optimize costs and maximize employee productivity.

New with OpenScape Xpressions V5.0

- SIP-connectivity to HiPath 8000
- IP-connectivity to HiPath 3000/4000/5000
- OpenScape optiClient extension integration
- URL voice message notification in email without email client integration
- Telephone user interface (TUI) enhancements
  - User-configurable TUI
  - Daily greeting timer

OpenScape Xpressions is Open

OpenScape Xpressions is based upon open standards and can be deployed in virtually any enterprise environment. Openness translates into concrete financial benefits for enterprises by protecting investments in existing and future technologies.

Communications Platform Support
OpenScape Xpressions interoperates with various telephone systems, including Siemens HiPath communications platforms (PBXs) and systems from other vendors. Interoperability protects both PBX and OpenScape Xpressions investments as your enterprise's communications environment evolves.

IP-Connectivity Options
Standard IP and SIP connectivity options support IT strategies as they evolve, which ensures IT departments can support OpenScape Xpressions unified messaging even as networking topology changes. Connectivity options protect investments in OpenScape Xpressions as network strategies advance toward IP.

Multiple Groupware Support
OpenScape Xpressions operates with standard email and groupware such as Microsoft Exchange, and supports multiple email and groupware systems within a single OpenScape Xpressions system. For enterprises running multiple email or groupware systems, such as those experiencing a merger or acquisition, multi-system support secures both past email and groupware investments, and an investment in OpenScape Xpressions.

OpenScape Xpressions is Complete

OpenScape Xpressions offers a rich feature set that enables enterprise employees to accelerate the rate at which communications are completed. This communications advantage translates into a competitive edge over enterprises which remain hindered by increasing communication friction and overload.

Complete range of communications media: voice, email, fax and SMS
OpenScape Xpressions supports the complete range of communications media. Voice mail, email, fax and SMS messages are consolidated within a familiar email client inbox, such as Microsoft Outlook. Employees access their message inbox via a PC or from any telephone. OpenScape Xpressions supports standard and enhanced messaging features for each communications media.

- **Voice:**
  Standard voice mail features are enhanced by intelligent call handling capabilities such as auto attendant, call forwarding, customized greetings per call type, and daily greetings which automatically time-out at the day's end.

- **Email:**
  Email can be used to send or forward voice and fax attachments. Email can also be read to users when the inbox is accessed via the telephone.

- **Fax:**
  Enhanced fax messaging increases privacy because users determine at which fax machine or printer the message is printed.

- **SMS:**
  Messages once transferred and managed exclusively by mobile phone can now be sent, received, and forwarded from the OpenScape Xpressions inbox.

myXpressions Folder
With the industry-exclusive myXpressions Folder, users create a separate inbox into which high-priority messages are filtered. Messages are filtered based upon user-determined criteria, such as the message's subject or sender. When accessing OpenScape Xpressions using a touch-tone phone or speech recognition, users are presented with the most important messages first. Access to filtered messages saves time for mobile employees using a telephone.

OpenScape optiClient Presence Capabilities
When OpenScape optiClient is integrated into OpenScape Xpressions, users can see which colleagues are available to communicate and be notified when they become available. This "presence" information provided by OpenScape optiClient reduces failed communication attempts, saves time, and increases productivity. Additionally, with OpenScape optiClient's click-and-dial capabilities, users can initiate calls to individuals listed in global or personal address books, or LDAP-compatible databases.

OpenScape Xpressions is Flexible

Flexible user features and system configuration options allow enterprises to optimize costs and maximize employee productivity. Users access messages over a wide variety of interfaces and devices, keeping employees productive whether they are in the office, at a customer site, or traveling. Additionally, a flexible single and dual message store approach allows IT decision-makers to optimize redundancy costs.

Flexible Message Access and Management Options
OpenScape Xpressions messages are accessed and managed using a standard email client, touch-tone telephone, speech recognition, or the internet browser-based Web Assistant.

- **Telephone User Interface (TUI):**
  For new users, the new TUI flexibility eases the transition to OpenScape Xpressions by partly mimicking prompts of previous voice mail systems. Additionally, users can hide less-used parts of the TUI in order to simplify navigation. Users can also configure new daily greeting options which automatically time out at the day's end and revert back to a general default greeting. These enhancements improve user and caller experience and save time for employees.

- **Speech Recognition and Text-to-Speech:**
  Users can access email and voice messages via the telephone by using spoken commands. Text-to-speech capabilities allow users to have emails read to them over the phone. Speech features make messaging efficient for mobile employees.

- **Web Assistant:**
  OpenScape Xpressions Web Assistant enables users to access and manage their message inbox via any internet browser.

- **Message Morphing:**
  OpenScape Xpressions allows users to blend message media to create "compound messages" by combining voice with fax or email. Message morphing empowers users to respond to messages in the media that is most convenient.

- **URL Notification:**
  For voice-only deployments of OpenScape Xpressions V5.0, users receive email notifications of their voice messages. The email contains a URL that links them directly to the voice message. This provides unified messaging-like capabilities without the need for email client integration.

Flexible Single and Dual Message Store Choices
Single and dual message store options are an OpenScape Xpressions industry-exclusive and an opportunity to optimize redundancy costs. Within a single OpenScape Xpressions system enterprises can choose between single and dual message store support on a per-user basis. Mission critical users, such as executives, can be supported with dual store redundancy while other users are supported by the lower-cost single message store option.

OpenScape Xpressions Summary

OpenScape Xpressions Business Benefits:

- **Saves costly employee time:**
  A single view of all messages allows enterprise employees to manage messages efficiently and respond quickly to customers, colleagues, and business partners.
- **Speeds decision-making:**
  The execution of decisions and other business processes is accelerated by flexible message access and management.
- **Secures technology investments:**
  Open standards protect technology investments by supporting interoperability with a wide variety of PBX and email systems.
- **Optimizes costs:**
  Single and dual message store choices allow enterprises to optimize IT costs within a single OpenScape Xpressions system.

OpenScape Xpressions Strengths:

- Message filtering provides easy access to high-priority messages.
- Speech capabilities and a web browser interface ease access to messages while employees are mobile.
- Support for multiple email systems on a single OpenScape Xpressions system protects investments in existing email systems.
- Support for single or dual message store architecture within a single OpenScape Xpressions system optimizes network and storage costs.
- Support for Siemens and non-Siemens PBX platforms, protects PBX and OpenScape Xpressions investments.
- Support for IP-connectivity to HiPath communications platforms protects network and OpenScape Xpressions investments.

OpenScape Xpressions Technical Specifications

PBX Integration
Hicom 150 E Office Pro/Com V2.2/V3.0 or later (CorNet N)
Hicom 150 H V1.0 or later (CorNet N)
Hicom 300 E V1.0 or later (CorNet N)
Hicom 300 H V1.0 or later (CorNet N)
HiPath 3000/5000 V3.0 or later with CorNet N
HiPath 3000/5000 V5.0 or later with CorNet-IP
HiPath 4000 V1.0 with CorNet NQ
HiPath 4000 V3.0 or later with CorNet-IP
HiPath 5000 V3.0 with IP
HiPath 8000 V2.0 or later with SIP
Realities DX
Other, non-Siemens PBXs (on a project-specific basis)

Email Integration
Desktop Clients Supported
- Microsoft Outlook
- Lotus Notes

Groupware Supported
- MS Exchange
- Lotus Domino
- SMTP-compatible servers with IMAP4/POP3-compatible clients

Capacities
Maximum number of users
- One system, unified messaging users - 10,000
- One system, voice messaging only users - 100,000 users max when using networked OpenScape Xpressions

Maximum number of messages per user: HDD-dependent; not strictly limited

Number of channels per server
- Hicom 300: up to 150
- HiPath 4000: up to 240
- Hicom150 E: up to 60
- HiPath 3000: up to 60

Number of channels per server with an IP connection (G.711)
- HiPath 3000/5000 V5.0: up to 56
- HiPath 4000 V3.0 or later: up to 60

Maximum number of messages per mailbox: HDD-dependent; not strictly limited
Operating languages—telephone and display: German, US-English, UK-English, French, Canadian French, Spanish, Latin American Spanish, Dutch, Italian, Portuguese, Brazilian Portuguese, Turkish, and Russian.
Maximum number of distribution lists per user: 99
Maximum number of addresses per distribution list: 99

Minimum Hardware Requirements
- Processor (Intel only): Intel Pentium lll 500 MHz
- RAM memory: 516 MB
- Hard Disk Memory: 4 GB for upgrades, 40 GB standard (IDE or SCSI)
- CD-ROM and floppy drive (3.5")
- LAN card: Ethernet 10BT/100BT
- PCI slots for voice/interface board (standard V2.0 or higher): Minimum 2, Standard 3, Maximum 5
- Operating system: Windows 2003 Server, Windows XP Professional

Siemens Enterprise Communications GmbH & Co. KG

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